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IN THE UNITED STATES PATENT & TRADEMARK OFFICE

In re Application of: Attorney Docket No.: RSW920030117US1 CHESSELL ET AL. 888888 Serial No.: 10/628,647 Examiner: DUNCAN, M. Filed: **JULY 28, 2003** Title: RESOLVING PROBLEMS IN A Group Art Unit: 2113 BUSINESS PROCESS UTILIZING A **SITUATIONAL** Confirmation No.: REPRESENTATION 4885 **OF COMPONENT STATUS**

AMENDMENT UNDER 37 CFR § 1.312

Mail Stop Ksul Fel Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

The allowed claim(s) were not indicated on the Notice of Allowability issued in the above-referenced patent application, and pursuant to Rule 312, Applicants request that the allowed claims be indicated as "1, 3-12, 14-16, and 18-19" for the sake of clarity. In keeping with Rule 312, the Issue Fee has not yet been paid. Since this amendment is submitted to correct omissions found in the Notice of Allowability, no new matter is introduced by this amendment.